CLAIMS

1. A method for managing multiple queues, comprising:

monitoring status for jobs in a first queue on a first system;

monitoring status for jobs in a second queue on a second system different than the first system; and

managing the jobs in the first queue and the second queue from a same queue manager.

2. A method according to claim 1 wherein the first system is a network server and the second system is a peripheral device.

3. A method according to claim 1 including displaying the jobs from the first queue and the second queue on a same user interface.

4. A method according to claim 3 including displaying on the user interface which of the first queue or the second queue is storing the different jobs.

5. A method according to claim 1 including:

receiving a select request to cancel one of the jobs;

identifying the first or second queue currently storing the selected job;

sending a cancel request to the identified queue;

removing an identifier for the selected job from the queue manager when a confirmation is received;

sending a cancel request to the other one of the first or second queue when a cancel failure is received from the identified queue; and

removing an identifier for the job from the queue manager when a confirmation is received from the other one of the first and second queue.

6. A method according to claim 1 including:

receiving a select request to cancel one of the jobs;

sending a cancel request to both the first and second queue; and

removing an identifier for the selected job from the queue manager when a cancel confirmation is received.

7. A method according to claim 1 including:

receiving a selection request to change priority for one of the jobs;

identifying the first or second queue storing the selected job;

sending a request to change priority of the selected job to the identified queue; and

changing the priority identified for the job when a priority confirmation is received from the identified queue.

8. A method according to claim 7 including:

receiving a request to move priority for the selected job on the first queue above priorities for other jobs stored on the second queue;

holding all jobs on the second queue having a priority below the priority requested for the selected job; and

releasing the jobs on hold when a confirmation is receive from the second queue that the selected job has been promoted on the second queue.

9. A method according to claim 7 including:

receiving a request to move the selected job on the first queue to a priority above other jobs stored on the second queue;

creating a slot in the second queue for the selected job; and

moving the selected job to the slot in the second queue.

10. A method according to claim 1 including:

receiving a request to demote a selected job on one of the first or second queue;

placing a hold on the identified job;

identifying all jobs having higher priority than the selected job; and

removing the hold on the selected job after all the identified higher priority jobs have been output.

11. A computer for providing queue management, comprising

a processor adapted to monitor status of a server queue in a network server and monitor status of a device queue in a peripheral device; and

a user interface adapted to display and manipulate the status of jobs in the first queue and second queue at the same time.

12. A computer according to claim 11 wherein the processor receives a request from the user interface to cancel a job and sends a cancel request to the server queue or device queue storing the job.

13. A computer according to claim 12 wherein the processor removes the job from a list of jobs displayed on the user interface when a confirmation is received from the server or device queue that the job is cancelled.

14. A computer according to claim 12 wherein the processor automatically sends a cancel request to the device queue when a cancel request to the server queue fails.

15. A computer according to claim 11 wherein the processor receives a request from the user interface to change priority for a job and then controls scheduling of other jobs in the server queue and the device queue according to the priority change request.

16. A computer according to claim 11 wherein the user interface displays multiple jobs waiting to be output, the output status of the jobs, a priority for outputting the jobs, and the server queue or device queue where the individual jobs are currently residing.

17. A computer according to claim 11 wherein the jobs can be any one of a fax job, print job, scan job, or copy job.

18. A computer according to claim 11 wherein the peripheral device can be any one or combination of the following:

a copier,;

a scanner;

a printer; or

a facsimile machine.

19. A system for managing jobs in queues, comprising:

a network server having a queue for storing jobs;

a peripheral device having a queue for storing jobs and outputting the jobs; and

a queue manager coupled to both the network server and the peripheral device for displaying and managing the jobs both on the network server and the device though a same user interface.

20. A system according to claim 19 wherein the queue manager sends a request to the network server queue to cancel of pause a job and then automatically sends a cancel or pause request to the device queue if the network server queue has already moved the job to the device queue.